

Skylight Announcements



Dear Corporate Partner:

Periodically, Corporate Support will need to contact you to apprise you of recent happenings or explain upcoming enhancements/offerings. To accomplish this, we are sending an email or fax to the primary contact we have on file.

Please read over the accompanying information and direct any questions to us at 404-720-2003.

Thank You!

Kim Boberg

Corporate Support Manager

1. Skylight Financial is *On the Move* in 2005!!

Beginning on March 1, 2005, Skylight Financial will be conducting business from a new location in Atlanta. We are growing by leaps and bounds in order to provide world-class service to our accountholders and corporate partners. As a result of this rapid growth, we must move to bigger offices.

Please be aware that our employees direct phone numbers, our toll-free customer care numbers and our fax numbers **will not change**.

Our new address will be: 1455 Lincoln Parkway
Suite 600
Atlanta, GA 30346

2. Holiday Hours for Skylight Financial

Because Christmas Day and New Year's Day fall on a weekend, Skylight Financial will remain open and staffed on all business days during the holidays. You may reach a member of Corporate Support by calling 404-720-2003. This is our Corporate Hotline and rings to all members of the Corporate Support department.

Please Note: The Skylight Customer Care Center DOES NOT CLOSE for any holidays and will be open and fully staffed on all holidays. Your employees should call the number on the back of their card to use our IVR (Interactive Voice Response) system or to speak with a Customer Care Representative.

Live Customer Care is available everyday from 7:00am until 11:30pm Eastern Time.

3. Skylight moving toward use of Online Enrollment ONLY for new application processing!!

Skylight is continuing to move toward a more stringent card activation process for our accountholders. In order to accomplish this, we must have all corporate partners actively using our Online Enrollment module for all new applications. To date, we have 90% acceptance of Online Enrollment and have only a few holdouts.

If you are still faxing applications, you will be receiving a call from a Corporate Support Coordinator in January to discuss Online Enrollment.

Happy Holidays from Skylight Financial!

We, at Skylight, appreciate your business and look forward to a continuation of our successful partnership in 2005!! Please remember, we're here to help YOU make the most of your direct deposit program. Our user-friendly enrollment materials and proven implementation strategies may be used to make your direct deposit campaigns effective and efficient. Please call and let us know how we can help you. We look forward to hearing from you soon!

We have established a special "hotline" for you to use when contacting Skylight Corporate Support. You may call our "hotline queue" at 404-720-2003. **Please note: this is also our departmental fax number for anything you need to send. Also, we may be reached by email at the following address (accessible by all support personnel): corporatesupport@skylight.net.

